



AUDIO-VIDEO CORPORATION

February 5, 2010

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, S.W., Suite TW-A325
Washington, D.C. 20554

Re: Annual 64.2009(e) CPNI Certification for 2009
Audio-Video Corporation

EB Docket No. 06-36
FRN 003802022

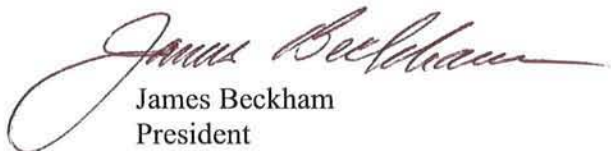
Dear Ms. Dortch:

This statement is to certify that Audio-Video Corporation ("Audio-Video") has not and does not sell any customer information to anyone or to any company. Audio-Video keeps all customer information and records, both paper and electronic, in a secure location. Access to this location and the information stored there is strictly limited.

Audio-Video has trained all personnel to maintain customer records as proprietary information and to not share information with any outside parties. Attached to this certificate is a copy of Audio-Video's written policy regarding the procedures to be employed for the protection of customer information. Audio-Video has distributed a copy of this written policy to all personnel.

Audio-Video did not take any actions against data brokers in the past year. Also, Audio-Video did not receive any customer complaints in the past year concerning the unauthorized release of CPNI.

I, the undersigned, hereby certify under penalty of perjury that I am an officer of Audio-Video and responsible for the preparation of this certificate. I further certify to the truth and accuracy of the information contained in this certificate, that I have personal knowledge of Audio-Video's operating procedures, and that Audio-Video has established operating procedures adequate to ensure compliance with the FCC's CPNI rules set forth in §§64.2001 *et seq.*



James Beckham
President

cc: Enforcement Bureau, FCC (2 copies)
Best Copy and Printing, Inc. (1 copy)

In order to protect the proprietary and private information about our customers, Audio-Video Corporation and A-1 Communications establish this company policy regarding customer information -

- 1) No customer information in any form is to be removed from the Audio-Video corporate offices by employees or others. This includes computer printouts, handwritten information or notes, copies of files or documents in any electronic form and verbal transmission of customer information to persons who are not direct employees of Audio-Video Corporation.
- 2) The notes a salesperson may make about a customer, number of pagers in use and pager numbers to assist in a sale must be returned to the Audio-Video office and re-filed or shredded. If, for example, a salesperson is making a sales call to Texas Tech to discuss adding more pagers for Texas Tech, the salesperson may need to take information on the number of pagers already in service in each department at Tech and the range of telephone numbers in use. This information is to be shared only with the customer who is using those telephone numbers. At the completion of the sales call, the information is to be returned to the office and re-filed or shredded.
- 3) Employees are to closely guard customer lists, contact information, telephone numbers, pager cap code lists and all other customer information both proprietary and public to prevent any information from being removed from our offices by non-employees either by accident or on purpose.
- 4) Internal documents, notes made when customers call in and anything containing customer names and telephone numbers must be shredded at the end of the business day or stored electronically on our secure company server.
- 5) Disconnected or inactive customer files are to be retained for 3 years, and then shredded. Disconnected or inactive customer files are never to be placed in the trash.
- 6) Customer database printouts are to be shredded when replaced by newer printouts.
- 7) Violators are subject to disciplinary action.